#### 

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**1. JOB DETAILS**

**Job Title:** IT Technical Engineer

**Reports to:** Infrastructure Services Manager

**Band:** 6

**Department:** Informatics

**Location[[1]](#footnote-1)** LGI / St James University Hospital / WFH

**AfC Job No:** 3114

**2. JOB PURPOSE/SUMMARY**

The post holder will primarily be required to provide technical support for existing infrastructure, applications and services across the Leeds Teaching Hospitals, many of which are critical to the ongoing operation of the Trust.

They are a member of the infrastructure services team responsible for the technical support of the Trusts IT systems, the hardware, operating systems, databases and middleware products. The supported products are many and various, each member of the team needs to have a wide range of skills in key areas such as Microsoft Windows, Microsoft Windows Server, Office, Mobile Device Management, Active Directory and end user support.

The post holder aids all members of the infrastructure services team in all aspects of their work and will be expected to advise and mentor less experienced staff.

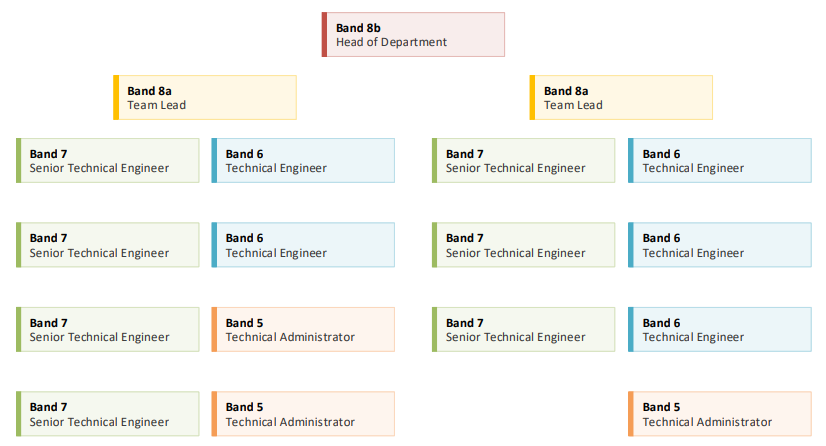
The infrastructure services team provide support for in excess of 1,300 servers and 12,000 end user PC’s, including critical clinical information. The responsibility of the role includes repair and maintenance of systems and associated equipment, problem solving complex issues and the provision of technical support to many of the Trust’s IT projects requiring well developed customer facing skills.

The post holder is expected to work with some supervision, exercising initiative and judgement in order to effectively provide support.

Datacentre infrastructure plays a key role in the delivery of modern healthcare. It not only delivers standard business applications but also health specific administrative and managerial functions, pathology results and management, blood tracking, pharmacology information, and modern digital teaching, in addition to the delivery of digital images for Radiology, Cardiology and Digital Pathology.

The department is modernizing the existing infrastructure to meet the Trusts ever growing demand for performance, storage capacity, and the use of cloud technologies. This is a constant process and requires careful planning and organization by the datacentre infrastructure team to ensure upgrades are delivered efficiently and without impacting on end user service.

**3. ORGANISATIONAL CHART**



**4. PRINCIPAL DUTIES & AREAS OF RESPONSIBILITY**

* Provide technical support services across a wide range of IM&T areas, which must include data centre compute infrastructure, Microsoft Windows Server and Microsoft Windows for end user devices.
* Monitor Incident and Request call queues and respond within agreed Service Level Agreements
* Analyse, investigate and resolve problems by interpreting error messages and identifying appropriate solutions. When necessary they will liaise with 3rd party engineers to overcome complex technical issues.
* Ensure Technical Documentation and user guides are produced to an agreed standard of accuracy.
* Build and Maintain Windows images and global task sequence for software deployment using SCCM (Software Centre Configuration Manager).
* Deploy new systems and services as required. Utilise appropriate build templates and standards to ensure consistency of infrastructure.
* Provides training and mentoring to more junior members of the infrastructure services team.
* Prepares results and analysis to inform and advise colleagues on appropriate problem resolution.
* Maintain the infrastructure hardware and software solutions, identifying any areas of concern that could result in failure to achieve service level agreements and continuity of service.
* Test and install upgrades of both hardware and software for infrastructure in adherence to the Trust change control procedures.
* Deploy security patches and routine Operating System updates to an agreed schedule.
* Adhere to Information Governance and cyber security standards and procedures.
* Manage threat prevention systems for workstations and servers.
* Responsible for the day to day operation of data protection systems (backups) using a variety of hardware and software tools, i.e. EMC Networker, Dell Data Protection Suite, rman, Data Domain, Tape systems etc.
* Ensure that the electronic database of datacentre system documentation is kept updated with any system changes.
* Work within numerous multi-disciplinary teams to achieve project goals.
* Keep up to date in the field of datacentre infrastructure.

1. **THE LEEDS WAY VALUES**

Our values are part of what make us different from other trusts, so we see this as a strength, as well as a responsibility. They have been developed by our staff and set out what they see as important to how we work. Our five values are:

* Patient-centred
* Collaborative
* Fair
* Accountable
* Empowered

All our actions and endeavours will be guided and evaluated through these values

Additionally, the following are core values which relate specifically to this post:

1. **WEST YORKSHIRE ASSOCIATION OF ACUTE TRUSTS (WYAAT)**

Leeds Teaching Hospitals NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for Leeds Teaching Hospitals NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

1. **INFECTION CONTROL**

The jobholder must comply at all times with the Leeds Teaching Hospitals NHS Trust Infection Control policies, in particular by practising Universal Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

1. **HEALTH AND SAFETY / RISK MANAGEMENT**

All staff are responsible for working with their colleagues to maintain and improve the quality of services provided to our patients and other service users.  This includes complying at all times with the Leeds Teaching Hospitals NHS Trust Policies, including Health and Safety policies, in particular by following agreed security and safer working procedures, and reporting incidents using the Trust Incident Reporting system

1. **EQUALITY AND DIVERSITY**

The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

1. **TRAINING AND PERSONAL DEVELOPMENT – CONTINUOUS PROFESSIONAL DEVELOPMENT**

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

**11. COMMUNICATION & WORKING RELATIONSHIPS**

Principal working relationships will be with the Chief Clinical Information Officers, Associate Directors of Digital and other colleagues in the DIT team. Regular liaison will also be required with colleagues in other professions and a range of external organisations, including NHS and Non-NHS organisations.

The post holder will have regular communications with managers and medical staff at all levels. The post holder will manage this process ensuring developments and installations are performed smoothly and do not impact on the function of departments.

The post holder will encounter a wide range of staff in the course of their duties and of significance will be the need to maintain effective working relationships with the staff organisations.

**12. SPECIAL WORKING CONDITIONS**

**i) PHYSICAL EFFORT:**

The post holder is required to be physically fit. The job combines sitting, standing and walking but the post holder must be capable of walking long distances each day throughout the Trust sites as equipment is in multiple locations.

Use of computer requires sound keyboard skills, speed, accuracy & dexterity. Good manual dexterity is also required when installing equipment.

The post holder must be capable of physically fitting switches and routers, cabling up the devices and where necessary making the cables.

The post holder is required to lift and carry equipment on a regular basis as well as move test equipment and portable computers.

Equipment carried on a regular basis weighs between 3.5 and 4.5KG per item. Infrequently, equipment is moved and lifted (into cabinets) weighing up to 20kg without aids.

There is a requirement to carry the lighter items daily, potentially over long distances.

The department supports datacentres at multiple sites, including an externally hosted datacentre and it is necessary to transport some equipment to all locations. It is also necessary to respond to faults at short notice. It may be necessary to drive oneself to locations other than the post holders base.

**ii) MENTAL EFFORT*:***

Workload is unpredictable requiring a combination of intense concentration to analyse and resolve complex issues within a live environment.

Required to read, absorb and understand complex technical information and to articulate effectively to non-technical staff. The post holder will also face frequent interruptions via telephone from service users to report problems.

Accuracy is essential, without it the service will breakdown. Mental effort is therefore a constant requirement. Equipment is installed or replaced on a frequent basis and must be configured to exacting standards.

**iii) EMOTIONAL EFFORT*:***

The post holder can be put under extreme pressure to deal with a user’s fault. Occasionally, clients can be abusive although this is infrequent.

There is also the pressure of the nature of the work. Without the Datacentre Infrastructure, no computer systems will operate and ultimately the hospitals will not function.

**iv) WORKING CONDITIONS:**

The post holder is required to work in several inhospitable areas. Computer rooms are cooled to well below normal office temperatures, are exceptionally noisy environments, and are typically very confined working areas.

Working in these areas should be minimised but cannot be avoided completely.

**13. JOB DESCRIPTION AGREEMENT**

**Jobholder’s Signature:** ……………………………… **Date:**………………………

**Head of Department’s Signature:** …………………… **Date:**………………………

**Head of Department’s Name and Job Title:** ……………………………………………………

**Staff side representative’s signature (where appropriate):** ……………………

**Date:** …………………….

**14. JOB MATCHING PROCESS**

Line Manager (to be contacted by the matching panel if required):

Name: (*print*  …….. ….. Job Title

Tel No/Ext: ……………………. Mobile/Bleep No: ……………………………..

Post-holder representing this staff group (if more than one post-holder in the job):

Name: (*print)*……………………….. Ext/Contact no: …………………………

NB: These individuals may be called upon by the matching panel to provide additional information regarding the post.

###### Person Specification

|  |  |
| --- | --- |
| **Post Title** | **IM &T Technical Engineer (Post Ref: xxxx)** |
| **Band** | **6** |
| **Department** | **Digital Informatics Team** |
| **Directorate** | **Digital Informatics Team** |
| **Summary of Role** | The post holder will primarily be required to provide detailed technical support for existing infrastructure, applications and services across the Leeds Teaching Hospitals, many of which are critical to the ongoing operation of the Trust. |

| **Criteria:** | **Essential** | **Desirable** | Evidence obtained from: |
| --- | --- | --- | --- |
| **Qualifications:** | HND or Degree in a computer related discipline  Recognised qualification in computing or related subject or extensive experience in a computing environment, minimum of 3 years. | MCSE, CNE | Application and Interview |
| **Training:** | Formal specialist training and practical in-depth experience at least two of the following areas:   * Microsoft Windows desktop Operating Systems and applications. * Microsoft Active Directory and Group Policies | ITIL Foundation  Novell e-Directory  Microsoft Windows Server | Interview |
| **Special Knowledge including experience:** | Experience working in a large, complex virtualised computing environment.  Mobile Device Management platforms, i.e. Airwatch or WorkspaceOne  Extensive experience of Microsoft Desktop Operating system administration, support and deployment.  Thorough understanding of Backup technologies including but not limited to EMC Networker, rman, SQL jobs.  Unix (multiple flavours) administration and support.  Detailed knowledge of using Microsoft management tools (SCCM, WSUS).  A thorough knowledge and in depth understanding of standard office applications such as Excel and Word, Project and Visio.  Experience of Microsoft Active Directory and Group Policies.  Basic Networking skills (TCPIP, DHCP, DNS).  Experience of using Powershell scripting and package deployment applications  . | Experience gained in a Health environment.  Understanding of wider NHS health community.  Certified in or equivalent knowledge of Microsoft, Novell and Unix operating systems.  Knowledge of National Systems and initiatives  A specialised knowledge of Datacentre Network switching fabric with relevant troubleshooting experience.  Experience of IDM management in a Novell environment.  vmWare Horizon VDI administration and support.  Knowledge of Microsoft Server and Microsoft SQL Server administration and support. | Application & Interview |
| **Behaviours:** | Demonstrable customer service skills  Ability to work under pressure and to tight timescales.  Capable of lateral thinking  Able to work in a team, demonstrate time management skills and initiative  Honesty & Integrity  Drive, enthusiasm & a proactive approach to work.  Commitment to own personal development.  Accepting of individual responsibility within a teamwork culture.  Professional attitude.  Flexible approach and embraces change.  Positive & proactive.  Diplomacy. |  | Interview |
| **Practical Skills:** | Excellent written and verbal communication skills.  Excellent analytical and problem-solving skills.  Effective IT Skills  Creativity & innovation. | Policy development.  Project Management skills – ability to prioritise workload and manage multiple projects simultaneously. | Interview |
| **Other Requirements:** | Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary).  Ability carry out strenuous physical tasks. |  | Application form  Occupational Health Screening  Interview |

1. The Trust reserves the right to require employees to work either temporarily or permanently at or from any other of the Trust’s establishments at any time [↑](#footnote-ref-1)